

SUPPLEMENTAL JOB DESCRIPTION

Classification: PROGRAM SPECIALIST IV

Function Code: 7126-048

Position Title: Case Management Program Specialist

Date Established: 08/15/88

Position Number: 12398

Date of Last Amendment: Proposed 8/3/05

SCOPE OF WORK: Supervises, monitors, evaluates and modifies the targeted case management operating framework and program activities to assure compliance with state and federal regulations regarding services provided to people within the Home and Community Based Care for the Elderly and Chronically Ill (HCBC-ECI) program. Manages program development and oversees the activities of HCBC-ECI targeted case management providers under the general direction of the Long Term Care (LTC) Community Services unit administrator.

ACCOUNTABILITIES:

- Develops consistent standards for case management practices and performance indicators based on recognized industry best practices
- Develops mechanisms for oversight of case management provider performance including administrative rules, case management training curriculum and team meetings
- Assures integration of operating practices with emerging quality assurance systems and automation, Division of Family Assistance (DFA) eligibility processes, Service Link Resource Center development, and evolving clinical nursing program guidelines
- Reviews and evaluates services provided and their outcomes, develops corrective action plans as needed, and monitors implementation of plans to ensure appropriateness of care
- Evaluates cost effectiveness of case management operations and recommends strategies for the HCBC-ECI case management business model, payment terms, and rates
- Collaborates with internal colleagues and external partners to make recommendations for continuous improvement in program operations
- Prepares reports to manage and evaluate decisions, authorizations, utilization patterns and program effectiveness
- Works collaboratively with other state agencies to monitor status of provider certification and/or licensing requirements

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with major study in social work or nursing. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years' professional experience in geriatrics, health care, case management, business management or human services, with responsibilities in program research, planning, monitoring, and evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Current license as a Registered Nurse in New Hampshire required for those candidates possessing a nursing degree. Valid driver's license and/or access to transportation for use in statewide travel.

SPECIAL REQUIREMENTS: One year of experience as a case manager is required. Current certification by the Case Management Society of America highly preferred. Candidate must obtain Case Manager Certification within two years of hire.

DISCLAIMER STATEMENT: The supplemental job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

SIGNATURES:

I have reviewed this job description for content.

Reviewer's Name, Title & Position #: Doug McNutt, Administrator IV, #30316

Reviewer's Signature

Date Reviewed

I have reviewed the content of the above job description with my supervisor.

Employee's Signature

Date

I have discussed the work responsibilities outlined by the job description with the above employee.

Supervisor's Name, Title, Position #: MaryGaye Grizwin, Long Term Care Policy Analyst, # 9U476 .

Supervisor's Signature

Date Reviewed

Division of Personnel

Date Approved